GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:637
ANSWERED ON:02.12.2015
Acknowledgement of Letters of MPs
Godse Shri Hemant Tukaram;Lokhande Shri Sadashiv Kisan;Verma Shri Bhanu Pratap Singh

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether any norms have been fixed to send the acknowledgement and final reply of the letters of Hon"ble Members of Parliament;

(b) if so, the details thereof;

(c) whether a lot of time is taken by the Ministries/Departments/Public Sector Undertakings to reply to the said letters of VVIPs;

(d) if so, the reasons therefor; and

(e) the steps being taken by the Government to ensure timely reply to the letters of VVIPs and Hon"ble Members of Parliament?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a) to (e): The paragraph No.37 (vi) of the 14th Edition of Central Secretariat Manual of Office Procedure (CSMOP) which was brought out in May, 2015 states as under:-

"Each communication received from a Member of Parliament/VIP, shall be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent."

The paragraph No. 37 (vii) of CSMOP also provides for maintaining appropriate record and regular monitoring of communications received from Members of Parliament. The Department of Administrative Reforms and Public Grievances (DARPG) from time to time have reiterated the instructions contained in the CSMOP relating to references received from Members of Parliament to all Ministries/Departments and have requested that the officials may be sensitized on the issue and a system be put in place wherein references from Members of Parliament are acknowledged and monitored by a senior officer on a regular basis.
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